

Performance Work Statement
Office of Small and Disadvantaged Business Utilization (OSDBU)
Operations
OSDBU Call Center Services

1.1 BACKGROUND:

OSDBU supports the mission of the Department of Veterans Affairs (VA) to expand Small Business (SB) participation in Government procurement opportunities through aggressive research, enhanced verification, analysis, outreach, training, program modernization, promotion of Veteran employment, and information technology (IT) enhancements through various strategies and programs.

To achieve these objectives, OSDBU is organized into five (5) directorates:

- Center for Verification and Evaluations (CVE) - responsible for verification of Veteran ownership and control of small businesses;
- Acquisition Support Team (AST) - responsible for identification and promotion of procurement opportunities in support of VA socioeconomic goals;
- Strategic Outreach and Communications (SOC) - responsible for engagement with small businesses;
- Direct Access Program (DAP) and National Veterans Small Business Engagement (NVSBE) - responsible for planning and implementing the NVSBE; and
- Operations - responsible for overall administrative support for the operation of OSDBU.

The Department of Veterans Affairs (VA) requires quality and competent services to support the Office of Small and Disadvantaged Business Utilization (OSDBU). OSDBU seeks support to:

- Provide Operations capability to support OSDBU initiatives that result in excellent products and services. OSDBU prioritizes the perspectives and needs of Veterans, their families, supporters, and communities and wishes to provide higher quality processes and products that are completed on schedule and within budget;
- Build a culture of customer service, quality, continuous improvement and transformation that will improve outcomes for OSDBU employees, Veterans and VA.

The Office of Small Disadvantaged Business Utilization (OSDBU) provides numerous services for Veteran-Owned Small Businesses (VOSB) and Service-Disabled Veteran-Owned Small Businesses (SDVOSB) that seek to open or expand a business. The VetBiz VOSB Verification Program verifies Veteran status and examines ownership and control records to validate businesses' eligibility to participate in the Department of Veterans Affairs (VA) unique buying authority established by Public Law (PL) 109-461, Sections 502 and 503 and PL 111-275 Section 104.

The Direct Access Program provides networking opportunities to Veteran business owners. The Strategic Outreach and Communications Program provides information used to educate Veteran business owners on obtaining Procurement Readiness and the Acquisition Support Program provides market research support to VA program managers. The VA is seeking contracted support services to help collect call center information, process and analyze data, and promulgate information in support of all OSDBU programs. OSDBU areas to be supported are as follows: Acquisition Policy (AP); Acquisition Support (AST); Direct Access Program (DAP); Strategic Outreach and Communications (SOC); Center for Verification and Evaluation (CVE); Quality Assurance (QA) and Risk

2.1 APPLICABLE DOCUMENTS:

- PL 109-461;
- PL 111-275;
- 38 CFR Part 74;
- OSDBU Standard Operating Procedures (SOP) Planning of Product Realization;
- OSDBU and CVE Work Instructions (WI);
- Templates for research and review sheets
- Operational Memorandums
- OSDBU and NVSBE Website
- Vendor Information Pages (VIP)

3.1 SCOPE:

The contractor shall furnish all necessary personnel, facilities, supplies, equipment, training and oversight to provide, Call Center services for the OSDBU in support of the following program areas.

- a. All phases of the Verification Program, the Direct Access Program, the Strategic Outreach Communications and Training Programs, Acquisition Support Programs, and Operations at the OSDBU.

The scope of work may fluctuate based on public law, policy, and/or variation in the needs of the OSDBU to meet mission goals.

The contractor shall perform the following general functions:

- Provide Call Center Support to all programs areas of the OSDBU;
- Creating a Tiered process to forward calls received by the OSDBU Contact Center with escalation to one of the appropriate cognizant OSDBU directorates;
- Collect information regarding the evaluation of center timeliness, courtesy, information accuracy, metrics and Key Performance Indicators, Forecasting, and Scheduling, Call Satisfaction Audits, Systematic listening and feedback system, quality monitoring and agent performance scorecard;
- Process and analyze data to determine modifications to OSDBU procedures, staffing, and equipment and to OSDBU operations and services;
- Promulgate information in support of public law, policy, and or/variation in the needs of OSDBU to meet mission goals;
- Provide technical assistance to facilitate an applicant successfully submitting a VA Verification application;
- Assist applicants with completing the VA Form 0877;
- Build a new procedures and knowledge management data based on seven best practices;
- Maintain Call Center Work Instructions;
- Outreach events

4.1 PERFORMANCE DETAILS

4.2 PERFORMANCE PERIOD

The period of performance (PoP) shall be 12 months from date of award, with four (4) options for 12 months.

Hours of operation for the call center are defined as Monday through Friday 9:00 a.m. to 5:00 p.m. Any work to be performed at the Government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO). **Call Center will be closed on the** ten (10) Federal holidays set by law (USC Title 5 Section 6103) that VA follows:

Under current definitions, four are set by date:

New Year's Day	January 1
Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six are set by a day of the week and month:

Martin Luther King's Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

4.3 PLACE OF PERFORMANCE

There are no Geographical restrictions for these services, but they must be performed within the United States.

4.4 TRAVEL

Travel is not anticipated for this contract. If the need shall arise travel will be reimbursed in accordance with Federal Travel Regulations and approved in advance by the Contract Officer Representative (COR). The cost of local travel, meal, and/or incidental expenses cost will not be reimbursed for Contractor performance. Travel costs will be included in the order award as a separate, cost-reimbursable, "not to exceed" contract line item. Contractor shall provide receipts for all travel expenses.

5.1 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform in accordance with Attachment A Service Level Agreement.

5.2 TASK 1 – PROGRAM MANAGEMENT

The Contractor shall not commence performance on the tasks in this PWS until after the Contracting Officer (CO), COR, Government program office personnel; and the Contractor participate in a post award Kick-off meeting held by the Government. The Kick-off meeting shall occur within seven (7) business days after contract award with a mutually agreed upon time/date and the location is to be determined following award. CVE will provide material to support initial certification training and testing to Contractors at the Kick-off meeting and will be prepared to begin training within one (1) business day of the Kick-off meeting. All training for this contract will take place at a Government site unless waived in writing by the COR.

The Contractor shall update the Program Management Plan (PMP), Quality Assurance Plan (QAP), Staffing Plan, and Training Plan annually within ten business days upon the exercise of the option period. The Post-performance Transition Plan shall be updated six months prior to the end of contract performance.

5.2.1 PROGRAM MANAGEMENT PLAN

The Contractor shall outline how they propose to manage the project for evaluation as part of the proposal. The proposal shall lay out the Contractor's approach, timeline, and tools, as well as how they propose to coordinate and execute the scope of work as identified within the PWS. Within five (5) calendar days after the Kick-off meeting, the Contractor shall submit a detailed PMP in the form of both a narrative and graphic format that includes the schedule, milestones, risks and resource support. The Contractor shall create Kick-off meeting minutes and provide copies to the COR and CO within 3 days after the Kick-off meeting. The Contractor shall update and maintain the VA approved PMP throughout the period of performance.

The PMP shall include, at a minimum, the following:

1. A process for the execution and closeout phases of the project, to address all stages necessary to develop and complete deliverables;
2. Major milestones and a detailed process for identifying, analyzing and approving changes to approved schedules, documents, requirements, deliverables and resources;
3. Project management and quality control;
4. Status updates of transition activities;
5. Risk management and mitigation strategies;
6. A Closeout Management Plan to ensure all project tasks and deliverables have been completed and delivered to the COR. The plan shall document lessons learned, and feedback from participants/applicants.

5.2.2 QUALITY ASSURANCE PLAN

The Contractor shall provide to the Government no later than seven (7) calendar days after the Kick-off meeting a Quality Assurance Plan (QAP) and briefing for the VA project team, which presents the Contractor's plan for completing the contract, to ensure services are performed in accordance with this PWS. The plan shall include procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control program shall be the means by

which the Contactor ensures that work complies with the requirements of the contract. All QAP inspection results shall be shared with the CO and COR.

5.2.3 TRANSITION PLAN

Transition period will be thirty (30) calendar days from the contract award date. The Contractor shall be fully mission-capable and able to produce required quantity and quality of cases and reports no later than thirty (30) calendar days after contract award.

The Contractor shall outline as part of the proposal how the Contractor intends to ensure the transition schedule and objectives are achieved. Within three (3) business days after the Kick-off meeting the Contractor shall provide a detailed Transition Plan that describes how the Contractor shall deliver fully mission capable Case Management Teams (CMT) in accordance with the performance requirements in Attachment A – Verification Process Workflow. The Transition Plan shall be updated six (6) months prior to the end of contract performance.

5.2.4 STAFFING PLAN

In view of the need for the Contractor to deliver the quality and consistency expected under this contract and to minimize unnecessary personnel turbulence, the Contractor needs to be able to identify, recruit, hire, and retain competent, capable staff during the course of the contract PoP. The Contractor shall outline as part of the proposal how the Contractor will identify, recruit, hire, and retain competent, capable staff, and to minimize disruption to the contract due to turnover of staff. The Staffing Plan will outline the structure of teams and how fully mission capable teams will be provided within thirty (30) calendar days of contract award.

5.2.5 TRAINING PLAN

The Contractor shall outline, as part of the proposal how new hires will be trained. In addition, the contractor will provide customer service related training to Call Agents and the Call Center/Help Desk supervisor once a quarter. The focus of the contractor provided training will be etiquette; dealing with animated/hostile callers – defusing volatile situations; building customer rapport; and customer advocacy - enhancing customer experience.

The Training Plan shall include a detailed description of how the Contractor shall train and qualify new hires. Contractors will not be permitted to perform Call Center/Help Desk work prior to training. Contractors that complete all satisfactory training requirements will be considered qualified and available for Call Center/Help Desk duties. Completion of training takes 3-4 weeks once the Contractor has all necessary VA credentialing, onboarding, and badging.

The PMP, QAP, Staffing Plan, Training Plan, Transition Plan, and Retention Plan are subject to approval by the Government.

5.3 TASK 2 – REPORTING REQUIREMENTS

The contractor shall provide Monthly Production Reports (MPR) for all work and actions performed to the Contracting Officer Representative (COR) detailing Contractor's performance each month by the fifth business day of the following month. All documentation shall be delivered using Microsoft Office Suite software.

Reports will include the following elements:

- TYPE OF CALLS
- DURATION OF CALLS
- NUMBER OF CALLS MADE OR RECEIVED BY EACH CALL AGENT
- TOTAL NUMBER OF INBOUND OR OUTBOUND CALLS
- TOTAL NUMBER OF CHATS
- ALL CALL CENTER OPERATIONS
- CALL BACK LIST
- MONTHLY PRODUCTION
- PROACTIVE PHONE LIST IN SUPPORT OF ADHOC OR ONGOING CAMPAIGNS

. Customer Service Daily Activity Report: The contractor shall identify all communications received and responded to, sorted by OSDDBU portfolio (CVE, AST, etc.).

. Call Center/Help Desk Weekly Activity Trend Analysis: The contractor shall identify the number of calls and emails, sorted by OSDDBU portfolio (CVE, AST, etc.) and what directorate (e.g. CVE, AST, etc.) calls were forwarded to, and outbound calls made at the behest of the designated Federal Team Leader. The report will also document the questions which the government did not provide a response for as a “Frequently Asked Question” or Fact Sheet. The contractor will compile the number of inbound and outbound calls; the reason for the call (e.g. general OSDDBU information; verification, contract question, etc.), and the response times for all calls received. This data will be validated against the Call Agent software provided by the government. If the report reflects response times (calls or emails) are beyond the parameters set by the government, the contractor will communicate the course of action to resolve the issue.

. Inquiry Activity Report: The contractor shall identify outbound phone calls using scripts approved by the organization. Contractor will make improvements to scripts based on analysis and metrics associated with the call center.

. A Veteran Business Change Request (CR) Tracker depicting when a CR was submitted, the name and DUNS number of the firm, the reason for the request, and date submitted to the Call Center/Help Desk team processing.

Report Telephone Disruptions, Loss of Ability to Connect to the VA Network or VCMS, or Compromise of PII within ten (10) minutes.

The contractor will perform support to monitor email and telephone systems, including:

- Monitor email, internet and telephone system availability;
- Report to the designated Federal Team Leader risk, security, and/or system issues that have or could affect program integrity, availability or release of PII;
- The contractor shall analyze any risk, security, and/or system issues that have or could affect program integrity, availability or release of PII; and
- Provide alternate restoration plan, within 1 hour of disruption(s).

In the event the contractor releases PII in error, the contractor shall send an incident report email notifying the designated Federal Team Leader, to be immediately followed by a telephone call. The incident report shall include the following information:

- Who released the information and whose information was released;
- What was released (e.g. SSN, etc.);
- When did the release occur (or believed to have occurred);
- Where was the information released to (e.g. the information was inadvertently sent to another person’s email address); and
- Analysis of Why the release occurred (e.g. agent inattentiveness).

Deliverables:

5.2(a) Daily Reports

5.2(b) Weekly Reports

5.4 TASK 3 PROCESS DEVELOPMENT

The contractor shall perform the following general functions:

Develop a process, to be approved by the government, which enables call center agents to utilize the OSDDBU Customer Service Knowledge Database. Once approved, the contractor will craft the requisite work instruction for federal approval.

5.4.1 WORK INSTRUCTIONS

On a monthly basis, as it pertains to Call Center operations the contractor will submit recommendations for the government to improve the Veteran’s experience with OSDDBU. If approved and as applicable, the contractor will develop the requisite work instruction to codify the change. Comply and respond to Call Center Audit and institute recommendations and improvements.

The Government will build and maintain an OSDDBU Customer Service Knowledge Database on the government’s SharePoint site. The database will include all information needed by Call Center agents to efficiently respond to callers request for information and assistance. The information contained in the database must be exportable as to allow for it to be sent to callers. All content sent

to callers must meet 508 compliance standards and in the approved VA format. The Customer Service Knowledge Database will be the property of the Government. The government will maintain admin rights and assign access to Call Center personnel.

Utilizing the Call Center trend and activity reports, the contractor will provide the government with a recommendation for additional resources to contend with forecasted surges. These surges will include scheduled (e.g. NVSBE) and non-scheduled events.

Deliverables:

- 5.3.1(a) Develop requisite Work Instructions
- 5.3.1(b) Maintain OSDBU Customer Service Knowledge Database
- 5.3.1(c) Recommendation for additional resources to contend with forecasted surges

5.4 TASK 4 – OPTIONAL TASKS

5.4.1 Surge Events

The contractor shall provide a designated individual to answer an OSDBU Outreach telephone number during the time when OSDBU staff performs outreach events. This support will be required up to 2-hours after the event concludes.

The contractor shall provide three (3) additional FTEs three months prior to National Veterans Small Business Event (NVSBE) and other designated large outreach or direct access events as directed to conduct outbound telephone calls and receive inbound telephone calls in support of the event. The additional FTEs will not be required -5-days after the NVSBE concludes. Contractor shall forecast and recommend appropriate resources based on available data.

6.0 SCHEDULE OF DELIVERABLES

Schedule of Deliverables (CAD = Contract Award Date, Days = Calendar Days) All deliverables are electronic unless otherwise noted. *Note: Deliverables with due dates falling on a weekend or holiday shall be submitted the following Government work day after the weekend or holiday.*

Task	Paragraph	Item Description	Quantity	Delivery Date
A3.	Contractor Responsibilities	VA Contractor Background Investigation Worksheet	1 per staff	Immediately After CAD
B2.	Confidentiality and Nondisclosure	Non-Disclosure Agreement	1 per staff	1 Week After CAD
C9.	Training	Training Certificates Completed Certification Achieved	TBD	Within 60 days after kick off meeting
7.1 Task 1 – PROGRAM MANAGEMENT				
7.1	7.1.1.a	Kick-Off Meeting	1	5 days after CAD
7.1	7.1.1.b	Program Management Plan	1	5 days after Kick off meeting
7.1	7.1.1.c	Project Team Briefing	1	5 days after CAD
7.1	7.1.2.a	Quality Assurance Plan	1	7 days after Kick off meeting
7.1	7.1.3.a	Transition Plan	1	3 days after Kick off meeting
7.1	7.1.4.a	Staffing Plan	1	30 days after CAD
7.1	7.1.5.a	Training Plan	1	5 days after Kick off meeting
7.1	7.1.6.a	Daily Performance Report (DPR)	1	Daily, no later than 9am
7.1	7.1.6.b	Weekly Performance	1	Weekly, no later than the first day of

7.0 INHERENTLY GOVERNMENTAL FUNCTIONS

The Contractor is solely responsible for managing and supervising its personnel. This contract is for non-personal services. Nothing in the PWS shall be construed as authorizing or directing the Contractor to perform an “Inherently Governmental Function” (IGF) as defined by the Office of Federal Procurement Policy (OFPP) Policy Letter 11-01. Tasks executed by the Contractor shall be considered recommendations subject to the review and approval by the Government. Contractor personnel shall not perform any IGF as detailed in FAR 7.503.

Contractor personnel shall serve in a support role; final decisions will be made by Government personnel.

8.1 GENERAL PERSONNEL REQUIREMENTS

The Contractor shall provide Call Center/Help Desk Services and associated deliverables for the activity and locations listed above. Contractor personnel shall be fully qualified, possessing CVE required certification, and have skill sets and the level of experience necessary to accomplish the requirements of this PWS. In addition, Contractor personnel shall be acceptable to the Government in terms of personal and professional conduct, and technical knowledge. Should any Contractor personnel be determined to be unacceptable in terms of technical competency or unacceptable personal conduct, or insufficient workload delivery while on-site or while working on contract activities, the Contractor shall immediately remove and replace the unacceptable personnel at no additional cost to the Government.

CVE CERTIFICATION REQUIREMENTS:

- CVE will provide certification requirements via Operational Memoranda (At Attachment F) for all Call Center/Help Desk labor categories.
- All Contractor personnel will be certified in writing by COR.
- All certifications may be removed by CVE Director due to poor quality of deliverables, conduct, or production. No deliverables will be accepted from uncertified personnel at any time.

Contractor Personnel shall have access to PII and proprietary information so all personnel will need to be cleared to Moderate Risk Level.

9.1 KEY PERSONNEL

Certain skilled, experienced professional, and/or technical qualifications are essential for accomplishing the work to be performed. Individuals having these qualifications are defined as “Key Personnel” and are those persons whose experience biographies shall be submitted and marked by the Contractor as “Key Personnel” through submission of the Technical Approach Factor. Substitutions shall only be accepted if in compliance with the “Substitution of Key Personnel” provision identified below.

The following personnel, in the quantity parenthetically stated, are considered key personnel by the Government:

1. Program Manager/Call Center/Help Desk Team Leader (1)
2. Subject Matter Experts Analyst 1 (1)

Key Personnel Positions	Name
Program Manager	
Subject Matter Experts Analyst 1	

Substitution of Key Personnel: Any personnel the Contractor offers as substitutes shall have the ability equal to or better than the key personnel that they are replacing and shall meet the minimum qualifications. Except in cases where individuals commit criminal acts or violations of company policy, personnel shall not be removed, diverted, or replaced from work without notifying the CO and COR. The request shall be written and provide a detailed explanation of the circumstances necessitating the proposed substitution. The Contractor shall submit a complete résumé for the proposed substitute, any changes to the rate specified in the order (as applicable) and any other

information requested by the CO. The COR and CO will evaluate such requests and the CO will promptly notify the Contractor in writing of the approval/disapproval of proposed Key Personnel substitutions.

POSITION RISK DESIGNATION LEVEL: Moderate/Tier 2

Position Sensitivity	Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, "Personnel Suitability and Security Program," Appendix A)
Low / Tier 1	Tier 1 / National Agency Check with Written Inquiries (NACI) A Tier 1/NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), FBI name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA it is used for Non-sensitive or Low Risk positions.
Moderate / Tier 2	Tier 2 / Moderate Background Investigation (MBI) A Tier 2/MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, law enforcement check; and a verification of the educational degree.
High / Tier 4	Tier 4 / Background Investigation (BI) A Tier 4/BI is conducted by OPM and covers a 10-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; court records, law enforcement check, and a verification of the educational degree.

The position sensitivity and the level of background investigation commensurate with the required level of access for the following tasks within the PWS are:

Position Sensitivity and Background Investigation Requirements by Task			
Task Number	Tier1 / Low / NACI	Tier 2 / Moderate / MBI	Tier 4 / High / BI
5.1		×	
5.2		×	
5.3		×	
5.4		×	

The Tasks identified above and the resulting Position Sensitivity and Background Investigation requirements identify, in effect, the Background Investigation requirements for Contractor individuals, based upon the tasks the particular Contractor individual will be working. The submitted Contractor Staff Roster must indicate the required Background Investigation Level for each Contractor individual based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal.

9.1.1 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

Contractor Responsibilities:

The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate Background Investigation, and are able to read, write, speak and understand the English language.
The Contractor shall bear the expense of obtaining background investigations.

Within 3 business days after award, the Contractor shall provide a roster of Contractor and Subcontractor employees to the COR to begin their background investigations in accordance with the ProPath template. The Contractor Staff Roster shall contain the Contractor’s Full Name, Date of Birth, Place of Birth, individual background investigation

level requirement (based upon Section 7 Tasks), etc. The Contractor shall submit full Social Security Numbers either within the Contractor Staff Roster or under separate cover to the COR. The Contractor Staff Roster shall be updated and provided to VA within 1 day of any changes in employee status, training certification completion status, Background Investigation level status, additions/removal of employees, etc. throughout the Period of Performance. The Contractor Staff Roster shall remain a historical document indicating all past information and the Contractor shall indicate in the Comment field, employees no longer supporting this contract. The preferred method to send the Contractor Staff Roster or Social Security Number is by encrypted e-mail. If unable to send encrypted e-mail, other methods which comply with FIPS 140-2 are to encrypt the file, use a secure fax, or use a traceable mail service.

The Contractor should coordinate the location of the nearest VA fingerprinting office through the COR. Only electronic fingerprints are authorized.

The Contractor shall ensure the following required forms are submitted to the COR within 5 days after contract award:

- 1) For a Tier 1/Low Risk designation:
 - a) OF-306
 - b) DVA Memorandum – Electronic Fingerprints
- 2) For Tier 2/Moderate or Tier 4/High Risk designation:
 - a) OF-306
 - b) VA Form 0710
 - c) DVA Memorandum – Electronic Fingerprints

The Contractor personnel shall submit all required information related to their background investigations (completion of the investigation documents (SF85, SF85P, or SF 86) utilizing the Office of Personnel Management's (OPM) Electronic Questionnaire for Investigations Processing (e-QIP) after receiving an email notification from the Security and Investigation Center (SIC).

The Contractor employee shall certify and release the e-QIP document, print and sign the signature pages, and send them encrypted to the COR for electronic submission to the SIC. These documents shall be submitted to the COR within 3 business days of receipt of the e-QIP notification email. (Note: OPM is moving towards a "click to sign" process. If click to sign is used, the Contractor employee should notify the COR within 3 business days that documents were signed via eQIP).

The Contractor shall be responsible for the actions of all personnel provided to work for VA under this contract. In the event that damages arise from work performed by Contractor provided personnel, under the auspices of this contract, the Contractor shall be responsible for all resources necessary to remedy the incident.

A Contractor may be granted unescorted access to VA facilities and/or access to VA Information Technology resources (network and/or protected data) with a favorably adjudicated Special Agreement Check (SAC) or "Closed, No Issues" (SAC) finger print results, training delineated in VA Handbook 6500.6 (Appendix C, Section 9), and, the signed "Contractor Rules of Behavior." However, the Contractor will be responsible for the actions of the Contractor personnel they provide to perform work for VA. The investigative history for Contractor personnel working under this contract must be maintained in the database of the Office of Personnel Management (OPM).

The Contractor, when notified of an unfavorably adjudicated background investigation on a Contractor employee as determined by the Government, shall withdraw the employee from consideration in working under the contract.

Failure to comply with the Contractor personnel security investigative requirements may result in loss of physical and/or logical access to VA facilities and systems by Contractor and Subcontractor employees and/or termination of the contract for default.

Identity Credential Holders must follow all HSPD-12 policies and procedures as well as use and protect their assigned identity credentials in accordance with VA policies and procedures, displaying their badges at all times, and returning the identity credentials upon termination of their relationship with VA.

Deliverable:

9.1.1 Contractor Staff Roster

10.0 METHOD AND DISTRIBUTION OF DELIVERABLES

The Contractor shall deliver documentation in electronic format, unless otherwise directed in Section B of the solicitation/contract. Acceptable electronic media include: MS Word 2007/2010 or higher, MS Excel 2007/2010 or higher, MS PowerPoint 2007/2010 or higher, MS Project 2007/2010 or higher, MS Access 2007/2010 or higher, MS Visio 2007/2010 or higher, AutoCAD 2007/2010, and Adobe Postscript Data Format (PDF).

11.0 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The Government will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in an acceptable manner. The Government reserves the right to alter or change the surveillance methods in the QASP at its own discretion.

12.1 FACILITY/RESOURCE PROVISIONS

The Government will provide office space, telephone service and system access when authorized Contractor staff work at a Government location as required in accomplishing the tasks associated with this PWS. All procedural guides, reference materials, and program documentation for the project and other Government applications will also be provided on an as-needed basis.

The Contractor shall request other Government documentation deemed pertinent to the work accomplishment directly from the Government officials with whom the Contractor has contact. The Contractor shall consider the COR as the final source for needed Government documentation when the Contractor fails to secure the documents by other means. The Contractor is expected to use common knowledge and resourcefulness in securing all other reference materials, standard industry publications, and related materials that are pertinent to the work.

VA will provide remote access to VA specific systems/network in accordance with VA Handbook 6500, which requires the use of a VA approved method to connect external equipment/systems to VA's network. Citrix Access Gateway (CAG) is the current and only VA approved method for remote access users when using or manipulating VA information for official VA Business. VA permits CAG remote access through approved Personally Owned Equipment (POE) and Other Equipment (OE) provided the equipment meets all applicable 6500 Handbook requirements for POE/OE. All of the security controls required for Government furnished equipment (GFE) must be utilized in approved POE or OE. The Contractor shall provide proof to the COR for review and approval that their POE or OE meets the VA Handbook 6500 requirements and VA Handbook 6500.6 Appendix C, herein incorporated as Addendum B, before use. CAG authorized users shall not be permitted to copy, print or save any VA information accessed via CAG at any time. VA prohibits remote access to VA's network from non-North Atlantic Treaty Organization (NATO) countries. The exception to this are countries where VA has approved operations established (e.g. Philippines and South Korea). Exceptions are determined by the COR in coordination with the Information Security Officer (ISO) and Privacy Officer (PO).

This remote access may provide access to VA specific software such as Veterans Health Information System and Technology Architecture (VistA), ClearQuest, ProPath, Primavera, and Remedy, including appropriate seat management and user licenses, depending upon the level of access granted. The Contractor shall utilize government-provided software development and test accounts, document and requirements repositories, etc. as required for the development, storage, maintenance and delivery of products within the scope of this effort. The Contractor shall not transmit, store or otherwise maintain sensitive data or products in Contractor systems (or media) within the VA firewall IAW VA Handbook 6500.6 dated March 12, 2010. All VA sensitive information shall be protected at all times in accordance with VA Handbook 6500, local security field office System Security Plans (SSP) and Authorities to Operate (ATO) for all systems/LAN's accessed while performing the tasks detailed in this PWS. The Contractor shall ensure all work is performed in countries deemed not to pose a significant security risk. For detailed Security and Privacy Requirements (additional requirements of the contract consolidated into an addendum for easy reference) refer to Addendum A – Security.

Contractor facility requirement:

- Video Teleconferencing (VTC)/Web Conferencing (Must be compatible and interoperable with Microsoft Lync 2010 or 2013 and GoToMeeting) Phones/VOIP phones capable of meeting task requirements
- PIV-Enabled Desktop/laptop Computer with compatible camera and microphones (CFE to same standards as GFE)
- Sufficient bandwidth and network infrastructure to ensure connectivity to VA network and resources via Citrix Access Gateway (CAG) for remote desktop
- Outgoing calls will display the OSD BU Help Desk number

- Possess the capability to monitor and/or record calls and share with VA

12.2 CONTRACTOR SITE CAPABILITIES

All personnel working at the Contractor site will connect to VA network using CFE with Citrix CAG for remote desktop. Contractor staff with issued GFE must utilize VA RESCUE or VA Virtual Private Network (VPN) to access VA resources.

For CAG Users, the VA is implementing and enforcing two-factor authentication (2FA) for all remote access to its networks. Network access through the Citrix Access Gateway (CAG) will require the use of a personal identity verification (PIV) card. As of April 29, 2016, all personnel will be technically enforced and all exemptions will undergo an additional review to confirm their status. Exemptions are only to be granted on a very limited basis.

All Contractor personnel must be able to participate in VTC/Web Conferencing via government issued Citrix CAG remote desktop and/or contractor issued Microsoft Lync 2010 or 2013. The Microsoft Lync web conferencing capability shall include application and program sharing, document collaboration, video/audio conferencing, whiteboards, PowerPoint presentation, instant messaging, presence and awareness, recording and playback.

For backup, as well as to participate in some training webinars, all hands meetings, announcements, and regular OSDBU communication meetings, the Contractor must be able to access GoToMeeting via standard web browsers, mobile app, or desktop/laptop plugins.

13.0 GOVERNMENT FURNISHED PROPERTY

The Government will provide GFE necessary (i.e. (2) each monitors, (1) each keyboard, (1) each CPU, access to printing, scanning, and copying) for Contractor personnel working at the Government locations. Issuance of Government equipment to Contractor personnel working off site will be at the discretion of the Government COR in coordination with the contract Program Manager. Due to space constraints, the Government site cannot accommodate all Contractors, and Contractor equipment is not compatible with VPN and the Soft Phones that are required for the contract CMTs. Contractor employees performing tasks associated with this contract using Contractor furnished equipment (CFE) will have CFE with capability equal to or better than the equipment furnished to Contractor employees working at a Government site. The Government will provide Citrix CAG accounts for authorized users. The Contractor should contact the CO/COR for latest download instructions and current software version following contract award date. All Contractor personnel must be approved for VA network access and have a PIV card before they can use Citrix CAG for remote desktop. If the issuance of PIV card is delayed due to VA backlog or protracted outages, the Contractor shall submit a list of pending request for 30 day issuance of a temporary MobilePass/token.

14.0 GOVERNMENT FURNISHED INFORMATION (GFI)

The Government will provide samples of deliverable reports to the Contractor and access to required data and network resources to support the requirements of this order as needed.

15.0 CONTRACTOR FURNISHED EQUIPMENT (CFE)

All CFE shall meet GFE standards and be able to connect to VA systems

16.0 SPECIFIC METRICS

The Contractor shall monitor performance against the established schedule, milestones, risk, and resources outlined in this PWS. The Contractor shall report any deviations in the Weekly Status Report.

17.0 SURVEILLANCE

Contractor performance shall be monitored and measured using a QASP. The method of surveillance will be the CVE Management Information System, or other management information system established by CVE which will monitor the work flow of all actions processed by the Contractor and random inspection. The Contractor may utilize additional software at no cost to the Government that will allow for reporting and tracking purposes. Metrics reports shall be collected by CVE in accordance with SOPs (to include, daily, weekly, monthly, quarterly, and annually).

18.0 GOVERNMENT MANAGEMENT INFORMATION SYSTEMS

OSDBU is transforming its business processes through the implementation of new systems. The introduction and implementation of these new systems will cause changes in the tasks and will require a modification of this contract, including possible de-scoping. Any reference in this contract to a specific Management Information System, software application, or other information technology platform is for illustrative purposes only. The Veterans Enterprise Management System (VEMS) is a replacement system for the legacy Verification Content Management System. VEMS is scheduled to be operational during FY2014/FY2015. VEMS and other systems currently in development will automate many of the functions currently performed by personnel and will eliminate many of the existing manual processes and improve efficiency and productivity in areas identified in this PWS. The introduction implementation of VEMS and other technology platforms will change the deliverables and tasks required above. Any change to deliverables and tasks specified in this PWS as result of VEMS shall occur after negotiated contract modification.

19.0 QUALIFIED INCUMBENTS

The Contractor and its Subcontractors shall, except as otherwise provided herein, in good faith offer those qualified employees employed under the predecessor contract whose employment will be terminated as a result of award of this contract or the expiration of the contract under which employees were hired, a right of first refusal of employment under this contract in positions for which the employees are qualified.

The Contractor and its Subcontractors shall determine the number of service employees necessary for efficient performance of this contract and may elect to employ fewer employees than the predecessor Contractor employed in connection with performance of the work.

The successor Contractor and its Subcontractors shall make a bona fide express offer of employment to each employee as provided herein and shall state the time within which the service employee must accept such offer, but in no case shall the period within which the employee must accept the offer of employment be less than 10 days.

An offer of employment will be presumed to be bona fide even if it is not for a position similar to the one the employee previously held, but is one for which the employee is qualified, and even if it is subject to different employment terms and conditions, including changes to pay or benefits. (See 29 CFR 9.12 for a detailed description of a bona fide offer of employment).

The Contractor shall, not less than 30 days before completion of the Contractor's performance of services on the contract, furnish the CO with a certified list of the names of all employees working under this contract and its subcontracts at the time the list is submitted. The list shall also contain anniversary dates of employment of each employee under this contract and its predecessor contracts with either the current or predecessor contractors or their subcontractors. Where changes to the workforce are made after the submission of the certified list described in this paragraph, the Contractor shall, in accordance with paragraph (e) of this clause, not less than 10 days before completion of the services on this contract, furnish the CO with an updated certified list of the names of all employees employed within the last month of contract performance. The updated list shall also contain anniversary dates of employment, and, where applicable, dates of separation of each employee under the contract and its predecessor contracts with either the current or predecessor Contractors or their subcontractors.

Immediately upon receipt of the certified employee list but not before contract award, the CO shall provide the certified employee list to the successor Contractor, and, if requested, to employees of the predecessor Contractor or subcontractors or their authorized representatives.

The CO will direct the predecessor Contractor to provide written notice (Appendix B to 29 CFR chapter 9) to employees of their possible right to an offer of employment with the successor Contractor. Where a significant portion of the predecessor Contractor's workforce is not fluent in English, the notice shall be provided in English and the language(s) with which employees are more familiar. The written notice shall be—

- (i) Posted in a conspicuous place at the worksite; or
- (ii) Delivered to the service employees individually. If such delivery is via e-mail, the notification must result in an electronic delivery receipt or some other reliable confirmation that the intended recipient received the notice. Workforce after submission of the 30-day list, the predecessor Contractor shall submit a revised certified list not less than 10 days prior to performance completion.

Immediately upon receipt of the certified employee list but not before contract award, the CO shall provide the certified employee list to the successor Contractor, and, if requested, to employees of the predecessor Contractor or Subcontractors or their authorized representatives.

Subcontracts. In every subcontract over the simplified acquisition threshold entered into in order to perform services under this contract, the Contractor shall include a provision that ensures—

- (1) That each Subcontractor will honor the requirements of paragraphs above of this clause with respect to the employees of a predecessor Subcontractor or Subcontractors working under this contract, as well as of a predecessor Contractor and its Subcontractors;
- (2) That the Subcontractor will provide the Contractor with the information about the employees of the subcontractor needed by the Contractor to comply with paragraphs with this clause.

All contractor and subcontractor personnel requiring access to VA information and VA information systems must complete the following before being granted access to VA information and networks:

1. Sign and acknowledge understanding of and responsibilities for compliance with the National Rules of Behavior related to access to VA information and information systems.
2. Successfully complete VA Privacy and Information Security Awareness training and annual refresher training as required.
3. Successfully complete any additional cyber security or privacy training as required for VA personnel with equivalent information system access.

The contractor shall provide to the COR a copy of the training certificates for each applicable employee within one (1) week of the initiation of the contract and annually thereafter, as required. These online courses are located at
<https://www.tms.va.gov/learning/user/SelfRegistrationUserSelection.doc>

Failure to complete this mandatory training within the timeframe required is grounds for suspension or termination of all physical and/or electronic access privileges and removal from work on the contract until such time as the training is completed.